

Average Overall Scores per Agency (41 agencies with >50 respondents)

2007 Rank	Agency	2006	2007	Change
1	State Investment Board	4.39	4.37	- .02
2	Dept Services for Blind	4.19	4.31	+ .12
3	Brd Ind Insur Appeals	4.28	4.23	- .05
4	Dept Retirement Systems	4.18	4.21	+ .03
4	Housing Finance Comm	4.28	4.21	- .07
5	Office of Financial Mgmt	4.06	4.18	+ .12*
6	State Auditors Office	4.09	4.15	+ .06
7	Dept of Personnel	3.77	4.13	+ .36*
7	Attorney Generals Office	4.04	4.13	+ .09*
8	Dept Financial Institutions	4.22	4.10	- .12
8	Employment Security Dept	3.91	4.10	+ .19*
9	Gambling Commission	4.03	4.05	+ .02
9	Liquor Control Board	3.69	4.05	+ .36*
10	General Administration	3.90	4.03	+ .13*
11	Dept of Revenue	3.91	4.02	+ .11*
12	Dept of Licensing	3.82	4.00	+ .18*
12	Secretary of State	4.00	4.00	0
12	Insurance Commissioner	N/A	4.00	N/A
13	Health Care Authority	3.84	3.98	+ .14
14	CTED	3.87	3.96	+ .09
15	Dept Veterans Affairs	3.80	3.92	+ .12*

2007 Rank	Agency	2006	2007	Change
16	Lottery	3.95	3.91	- .04
17	Dept of Health	3.91	3.89	- .02
17	Military Dept	3.79	3.89	+ .10
17	Labor & Industries	3.81	3.89	+ .08*
17	Utilities & Transportation	3.97	3.89	- .08
17	WA School for Deaf	3.85	3.89	+ .04
18	Ecology	3.90	3.87	- .03
19	Dept of Transportation	3.76	3.86	+ .10*
19	Wash State Patrol	3.95	3.86	- .09
20	Office of Admin Hearings	3.84	3.78	- .06
20	Dept of Agriculture	3.81	3.78	- .03
21	Office of Governor	3.85	3.76	- .09
22	Dept Social & Health Svc	3.71	3.75	+ .04*
23	Dept of Early Learning	N/A	3.67	N/A
24	Dept Information Services	3.79	3.65	- .14*
25	Fish & Wildlife	3.79	3.60	- .19*
26	Parks & Recreation	3.88	3.58	- .30*
27	Dept of Printing	3.73	3.51	- .22
28	Dept of Corrections	3.43	3.36	- .07*
N/A	DNR	3.99	N/A	N/A

* = statistically significant difference at 95% confidence level

Note: Key factors for statistical significance: size of change; number of respondents; degree of variability among responses